

*This document is published by the Registry of Motor Vehicles (RMV), Commonwealth of Massachusetts, for the benefit of residents and visitors alike. While it contains a great deal of information about RMV policies and state laws, it is important to note that this is **not** a legal document. Every effort is made to present the most accurate, error free, and up-to-date information. However, RMV policies and fees change from time to time, as do laws governing motor vehicles.*

The RMV will make every effort to post information about changes to the fees, policies, procedures or laws referenced in this Driver's Manual that may affect your ability to obtain a Learner's Permit, Driver's License or Identification Card. Relevant changes will be posted on the RMV's website at www.mass.gov/rmv. If you do not have access to a computer you may call the RMV's Phone Center at 617-351-4500 (from the 339/617/781/857 area codes) or 800-858-3926 (from all other MA area codes).

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Introduction

The Massachusetts Registry of Motor Vehicles (RMV) has changed a great deal since its inception in 1903. There are now nearly 5 million licensed drivers in our state. And today, more than ever, the Agency is committed to increasing efficiency and improving customer satisfaction through technology and innovative initiatives.

Enhanced computer technology continues to strongly impact customer service. Through the RMV's website (www.mass.gov/rmv), you can conduct such transactions as renewing a registration, renewing a license, ordering a special plate, paying a traffic citation, ordering a duplicate license/ID, or changing your address. You can also download forms, view this *Driver's Manual*, and learn the latest "rules of the road." Over the Internet, the RMV also invites you to ask questions and offer suggestions for improving RMV services.

To encourage you to avoid unnecessary trips to one of the RMV's branches, the Agency wants you to process some transactions over the phone; you can replace a lost license, pay a citation, order a driving record, schedule a road test, and renew a registration. By mail, you can conduct some title and registration transactions. Through the Electronic Vehicle Registration program, participating automobile dealers and insurance agents can issue new plates and perform registration transfers and renewals.

Our limited service branches, located throughout the state, are a convenient way to renew your license and registration as well as return license plates. The RMV will continue to explore other ways to improve its relationship with you.

How to Use This Manual

For *new drivers*, this booklet is a useful tool for understanding the licensing process and for studying the rules of the road. For *experienced drivers*, this booklet offers more than the procedure for obtaining a learner's permit. It provides valuable information on RMV policies, changes to driving laws, and safe driving tips. Keep this manual in your vehicle and refer to it whenever you have a question.